

Notice of References Cited	Application/Control No. 09/420,912	Applicant(s)/Patent Under Reexamination FORD, JON ALLEN	
	Examiner Michael C. Heck	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Business Editors et al., Lucent Technologies Unveils Breakthrough Call Center Software That Improves Customer Care, Increases Sales and Reduces Costs, Business Wire, 4 February 1998 [PROQUEST]
	V	
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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